

CIVIL SERVICE COMMISSION 2025 - 2026 PROGRESS REPORT

ITEMS TO BE SCHEDULED FOR DISCUSSION OR CONTINUED DISCUSSION

- A. **Employee Satisfaction Surveys** *(A structured questionnaire to measure how content and fulfilled employees feel at work regarding aspects of their role, compensation, work environment, and management)*
- B. **Offer Letter** *(An official document from an employer to a candidate that extends a job offer and includes key details like job title, start date, salary, reporting manager or supervisor, brief description of duties and responsibilities, and employment status (full-time, part-time, temporary))*
- C. **Employee Appeal Form** *(An appeal form for a termination hearing officer is a formal, written request submitted by an employee (or their representative) to challenge an employer's decision to terminate their employment. This document initiates a quasi-judicial process in which an independent, neutral adjudicator (the hearing officer) reviews the evidence to determine whether the termination was justified.)*
- D. **Madeira Beach Safety Manual and Accident Prevention Manual** *(A document that outlines company policies, procedures, and instructions to prevent injuries and ensure a safe working environment. It serves as a single source of truth for safety information, covering topics like hazard communication, emergency procedures, and required personal protective equipment (PPE). Following the manual helps the organization comply with regulations, educate employees, and foster a culture of safety.)*
- E. **Individual Department Policies** *(Policies to be brought back following recommended changes)*

MEETING DISCUSSIONS

08/05/2025, Civil Service Commission Meeting

A. **City of Madeira Beach Safety and Accident Prevention Manual**

Chair Cantrell said the document presented in the packet was not the safety manual emailed to them for review for the meeting. Department Operating Procedures were presented instead. The Commission requested that the safety and accident prevention manual they were emailed be brought to them for discussion. This item was added to the April 2026 meeting agenda.

B. **Individual Department Procedures**

The Commission reviewed the department procedures and made the following recommendations to all the department procedures:

- Create consistent section numbering across all departments
- Establish uniform formatting and organization
- Include effective dates and revision information
- Remove specific employee names and use position titles
- Ensure procedures are regularly reviewed and updated
- Organize related information together
- Make information about reporting deadlines and submission requirements clearer

- Use sections rather than page numbers for cross-references

The Commission asked that the department policies be brought back to them with the recommended changes for review.

12/02/2025, Civil Service Commission Meeting

A. Exit Interview for Voluntary Resignations

The commission agreed to revisit this topic at the March meeting, potentially involving the new HR Director in developing a standardized approach.

B. New Job Descriptions Format by Gehring Group

The Commission said the format looked similar to the old one and then made the following recommendations:

- Include FLSA status (exempt/non-exempt) on all job descriptions
- Keep salary ranges on descriptions, ensuring they are updated when posted
- Consider adding language to application forms confirming applicants have reviewed job descriptions
- Department Directors to keep job descriptions updated for their employees and indicate revision dates
- Print job descriptions for personnel files with revision dates clearly marked

C. Legal advice for employees moving to exempt status

Regarding the third item, Acting City Manager Belk explained that before the FY 2026 budget approval, the Gehring Group had recommended moving several employees from non-exempt to exempt status. After review with the City Attorney, only three positions: Marina Manager, Parking Supervisor, and Fire Marshal were moved to exempt status as they met all the required criteria under the Fair Labor Standards Act. The remaining positions would be reviewed before the end of the fiscal year for consideration in next year's budget.

D. Department Procedures

The Commission requested that the department procedures discussed at the August 2025 Civil Service Commission meeting be brought back to them with the recommended changes for review at the March 2026 Civil Service Commission meeting.

This item will be scheduled for review after the recommended changes have been made.

E. Monitor the Implementation and Compliance with the Personnel Policy

The Commission agreed to add a discussion item to the March meeting agenda on how to fulfill their charter-mandated duty to monitor the implementation and compliance with personnel policy.

04/20/2026, Civil Service Commission Meeting

A. Employee Safety and Incident-Response Protocols

The Commission discussed ongoing harassment and safety issues involving city parking and code enforcement employees. All five parking employees have completed Florida Department of Law Enforcement de-escalation training. The city was exploring the purchase of body cameras. The possibility of outsourcing was suggested to reduce city liability.

Chair Cantrell outlined four recommendations from his letter: establishing mandatory reporting and documentation protocols; ensuring that deputies understand documentation requirements; providing refresher anti-harassment training for supervisors and department heads; and exploring a memorandum of understanding to allow City employees to carry law enforcement radios for direct access to reinforcement.

Attorney Eschenfelder recommended that the administration conduct further research before presenting recommendations to the Board, including a factual analysis of expenses and an assessment of the technological implications. Chair Cantrell agreed to follow up with the new city manager in about a month to confirm what information would be needed to move forward.

B. Civil Service Commission Inquiries Regarding Personnel Policy Implementation and Compliance – City Charter requirement

The Commission agreed to wait for management to raise any concerns rather than proactively request reviews.

C. City of Madeira Beach Drug-Free Workplace Policy and Substance Abuse Prevention Program (revised 02-27-2007 through Res 07.06)

Attorney Eschenfelder confirmed that the 2007 drug-free workplace policy was obsolete, having been replaced by the drug-free workplace policy in the new personnel policy manual. He recommended that copies of the old policy be collected and destroyed and emphasized the need to ensure that the City's drug testing contractor was operating under the current policy rather than the outdated version. Chief Belk agreed to follow up with the new city manager to ensure that the contractor (Concentra) was adhering to the current policy rather than the outdated 2007 policy.

D. City of Madeira Beach Safety and Accident Prevention Manual

Attorney Eschenfelder suggested that, instead of a single comprehensive document, the new manager might develop department-specific safety procedures tailored to each department's unique work environment and functions. He noted that the Fire Department already complies with OSHA and NFPA guidelines through annual state fire marshal inspections. The Commission agreed to revisit this item in six months, giving the new city manager time to review and, if necessary, restructure the safety manual.

E. Hearing Officer Agreements

Attorney Eschenfelder explained that the hearing officer process was incorporated into the recently adopted code governing post-termination appeals. When an employee appeals their termination, a hearing officer conducts a trial-like proceeding, with the City bearing the burden of proof. The hearing officer issues written findings of fact and conclusions of law, which can then be appealed to the Civil Service Commission. However, the Commission can revisit only conclusions of law, not findings of fact.

The City Clerk explained a discrepancy between the proposed agreements and the policy ordinance adopted by the Board of Commissioners regarding who serves as the hearing clerk. The new post-termination hearing ordinance and the personnel policy state that the City Clerk, as ex officio secretary, serves as the hearing clerk. City Attorney Trask had negotiated the contract and would address the administrative language issue. The hearing officers will comply with the ordinance.

F. [Revisit – Exit Interview for Voluntary Resignations – Developing a standardized approach](#)

The Commission agreed that the new city manager and HR representative would work together to develop an appropriate exit interview form.

COMPLETED ITEMS

- A. [Ordinance 2025-01, New Employee Personnel Handbook](#) *(BOC adopted 04/02/2025)*
- B. [Ordinance 2025-02, Civil Service Commission Rules](#) *(BOC adopted 04/02/2025)*
- C. [Ordinance 2025-03, Special Magistrate Ordinance regarding Grievance Hearings](#) *(BOC adopted 04/02/2025) [Hearing Officer Agreements to be approved by BOC on June 10, 2026]*
- D. [New Job Descriptions Format by Gehring Group](#) *(Commission made recommendations for changes following this task was completed)*
- E. [Exit Interview for Voluntary Resignations](#)
- F. [Madeira Beach Drug-Free Workplace Policy and Substance Abuse Prevention Program –](#) *(A new policy incorporated in the new personnel policy.)*
- G. [Civil Service Commission Continued Duties](#) *(The Commission agreed to wait for management to raise any concerns rather than proactively request reviews)*